

Records 92-77

FILED

OCT 4 3 1995

208 Spruce Street
Bloomfield, NJ 07003
(201) 680-8904

August 2, 1995

EX PARTE OR LATE FILED

The Honorable Reed Hundt
Chairman
FCC
1919 M Street, NW
Washington, DC 20554

DOCKET FILE COPY ORIGINAL

Dear Mr. Hundt:

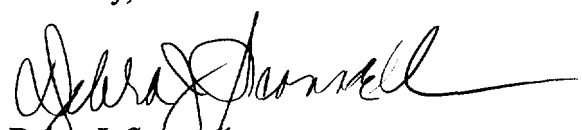
Enclosed please find a copy of a complaint letter I submitted to your organization back on December 7, 1994. Please read it carefully.

Thus, after reading my complaint, I urge you and the FCC to support "billed party preference", allowing me, the consumer, to have my credit card routed to the carrier I normally use, not some cut-throat, greedy, fly-by-night, no-name carrier that has no regulated rates.

If this is truly the case, that the rates are not regulated by your organization, I shall be willing to give up my career in advertising, purchase a pay phone and be able to retire to Aruba in 1 year.

I urgently await your reply and a refund from the carrier, OAN/AMNEX.

Sincerely,



Debra J. Scannell
Disgruntled Consumer

No. of Copies rec'd 0
List A B C D E

208 Spruce Street
Bloomfield, NJ 07003
(201) 680-8904

December 7, 1994

FCC
Complaints and Investigations
2025 M Street, NW
Washington, DC 20554

Gentlemen:

I am writing to you to register a complaint with an independent telephone agent, AMNEX and their billing agent, OAN.

On October 20, 1994 at approximately 4:30 p.m., I placed a credit card call from a payphone in Dover, New Jersey to my home in Bloomfield, New Jersey - approximately 25 miles away, and within the same area code, (201). I was on that call for approximately 3 minutes.

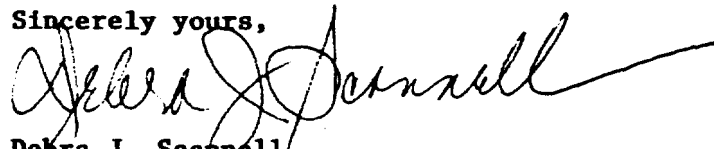
Today, I received by phone bill in the mail, detailing that call at a cost of \$6.28!! I was horrified and called OAN to inquire about their rates. I was amazed that a customer service representative said that anyone can own a pay telephone and would just need to make application to the FCC. I then asked her if the owner of the payphone's rates were regulated by the FCC and she said "no" that a person/company would just make application to the FCC to own that phone. This is why I am contacting you. As I understand it, all rates must be approved by your organization, and I found her statement not believable.

I have attached copies of the charges from OAN/AMNEX as well as copies of other credit card calls from Chicago, Illinois to Bloomfield, New Jersey, which shows what is considered a reasonable rate. I do not consider OAN/AMNEX to be fair in the rates. What bothers me more is that if I had the change to make that call, it would have cost me around 65¢!

Please look into this matter for me as I would like their business practices to be investigated and a refund from OAN/AMNEX for the difference in what normal rate should have been accessed - not the highway robbery amount as indicated.

Thank you for your assistance in this matter.

Sincerely yours,



Debra J. Scannell

Enclosures

@Bell Atlantic

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201 680-8904-359 8

Summary of your account

November 25, 1994

Charges from last month

Amount of your last bill.....	\$46.30
Amount you paid through Nov 29	-46.30
Amount you still owe	\$0.00

Charges for this month

Our charges	\$28.13
Call 1 800-479-9966 if you have a question	
Bell Atlantic I.Q. card charges	+3.58
Call 1 800-479-9966 if you have a question	
AT&T charges.....	+36.79
Call 1 800-222-0300 if you have a question	
Call 1 800-526-0112 if you have a question	
Total for this month.....Please pay by Dec 16	\$74.70

Total amount due

\$74.70



Mr. Hope
to Bill



OAN charges

November 25, 1994

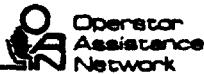
This portion of your bill is provided as a billing service for OAN. OAN is a billing agent for long distance service providers. Toll charges are computed based upon the rate schedule of the long distance toll service provider whose name is printed above the call or group of calls shown below in the toll detail section of the bill.

OAN toll charges

No.	Date	Time	Call type	Place	Number	Minutes	Cost
Calling card calls							
WNER							
1	Oct 20	4:37PM	Day	To BLOOMFIELD NJ	201-680-8904		5.76
				Fr DOVER NJ	201-328-0515		
Subtotal for calling card calls							\$5.76

T= Tax rate applied: A=9.00%

Continued



November 25, 1994

Federal tax.....	+1
NJ Sales tax.....	+3

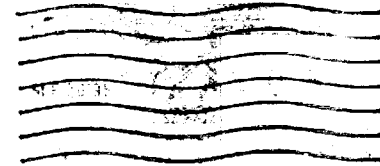
Total OAN toll charges \$6.2

Total for OAN charges \$6.2

If you have a question please call 1 800-926-0112.

Address - OAN
7755 Haskell Avenue
Van Nuys, CA 91410
Supervisor - Gloria Pulina
3 mins - Dover, NJ to Bloomfield
\$6.28 1111

SCANNELL
208 SPRUCE STREET
BLOOMFIELD, NJ 07003



THE HONORABLE REED HUNDT
CHAIRMAN
FCC
1919 M STREET, NW
WASHINGTON, DC 20554

RECEIVED

SEP 29 1995

BLOOMFIELD

